Supported SQL collations

Overview

Using a supported database collation is important for some functions of Orion Platform products. For example, in unsupported collations, DateTime formats may vary, and this can cause errors.

SolarWinds Orion Database does not support case-sensitive collation.

SolarWinds supports the following Orion and Temp Database collations:

- English with collation setting SQL_Latin1_General_CP1_CI_AS (most commonly used)
- German with collation setting German_PhoneBook_CI_AS
- Japanese with collation setting Japanese_CI_AS
- Simplified Chinese with collation setting Chinese_PRC_CI_AS

It is suggested to have the Orion and Temp databases use the same collation, as Solarwinds tables are created in Temp database first and collation mismatch can cause issues.

Environment

Orion Platform versions running 2015.1 or later

Steps

If are not using a supported collation, you must re-install your instance of SQL with a supported collation.

1. Create a backup of your data.
2. Re-install your SQL instance with a supported collation.
3. Re-create your tables.
4. Import your data.

It is also possible to change SQL Server Collation manually via cmd prompt command.

⚠️ Changing the SQL Server Collation manually requires that your DBA needs to take ownership. SolarWinds cannot take these steps as there are risks involved and DBA will need to process with care.

The following steps describe how to edit the SQL Server Instance Collation without reinstalling. The steps are useful when you have installed a new SQL Instance and haven't attached or created a database yet.

1. Check the collation in SQL Management Studio. 
   For example, your collation could be Danish_Norwegian_CI_AS.

2. To edit the SQL Instance Collation, stop the SQL Server Instance. You can use Services.msc, cmd or SQL Management Studio to do this.

   ```
   NET STOP "MSSQLServer"
   ```

3. Execute the command below.

   ```
   sqlservr -m -T4022 -T3659 -s"MSSQLServer" -q"SQL_Latin1_General_CP1_CI_AI"
   ```

   The parameter `-s` is only necessary if more than one SQL Server instance exists on the target machine. Parameters used:
   - `[m]` single user admin mode
   - `[T]` trace flag turned on at startup
   - `[s]` sql server instance name
   - `[q]` new collation to be applied

   At the end of a long SQL message, you can find the information that the Collation has updated successfully.

4. Close the cmd prompt window after the execution ends.